

Program C: Vital Records and Statistics**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

DEPARTMENT ID: 09 - Department of Health and Hospitals

AGENCY ID: 326 - Office of Public Health

PROGRAM ID: Program C: Vital Records and Statistics

1. (KEY) Through its Vital Records Registry activities, to process at least 174,000 of Louisiana vital event records annually and within 24 hours fill at least 98% of all requests for emergency document services.

Strategic Link: This objective implements Goal I Objective I.8 of the revised Strategic Plan: Vital Records and Statistics, through its Vital Records Registry activities, will process at least 174,000 of Louisiana vital event records annually and within 24 hours fill at least 98 percent of all requests for emergency document services through June 30, 2006.

Louisiana: Vision 2020 Link: This objective is linked to Goal 3: To have a standard of living among the top ten states in America and safe, healthy communities where rich natural and cultural assets continue to make Louisiana a unique place to live, work, visit and do business and Goal 1, Objective 8: To improve the efficiency and accountability of governmental agencies.

Children's Cabinet Link: Not Provided

Other Link(s): Not Provided

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of vital records processed	174,000	183,705	174,000	174,000	174,000 ¹	174,000
S	Percentage of emergency document service requests filled within 24 hours	98%	100%	98%	100%	98% ²	98%

¹ The projection for these indicators are based on last year's actual and current trends and at this juncture OPH does not anticipate major deviations from expected norms. The direct count for number or records processed is obtained from manual logs for early processing phases to online computer queries and computer generated management reports for completed processing. The percentage of emergency documents service requests filled within 24 hours is captured by taking a sample of customer transactions drawn in workday increments; the percentage of customers served within 24 hours is calculated from a tally that groups services into those that required less than 24 hours and those that required more than 24 hours to complete.

² The percentage of emergency documents service requests filled within 24 hours is captured by taking a sample of customer transactions drawn in workday increments; the percentage of customers served within 24 hours is calculated from a tally that groups services into those that required less than 24 hours and those that required more than 24 hours to complete.

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GENERAL PERFORMANCE INFORMATION:						
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Birth record intake	65,574	65,457	66,251	67,296	61,453	66,744
Death record intake	39,539	39,948	40,541	41,056	37,928	40,998
Marriage record intake	40,516	40,221	40,186	39,544	40,179	35,899
Divorce record intake	15,097	14,737	14,558	12,526	12,297	16,353
Abortion record intake	11,491	11,884	11,745	11,353	9,943	11,918
Fetal death record intake	525	579	556	556	602	441
Total number of birth, death, fetal death, marriage, divorce, abortion and still birth certificates accepted	172,742	172,826	173,053	172,331	162,402	183,705
Percentage of records processed on a current flow basis within 30 days of receipt ¹	100%	100%	100%	100%	100%	100%

¹ Current flow basis refers to the time frame in which documents are received for review and acceptance from the originators of the documents (funeral homes, hospitals, etc.). "Current" is within 30 days of receipt.